



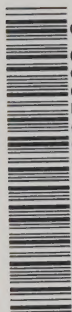
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Coordination

Transports Canada
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coordination

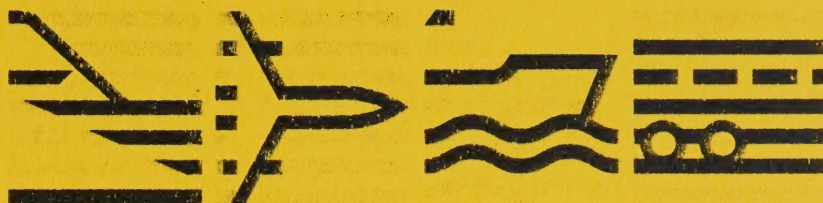
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TP10139E

INVENTORY OF MATERIALS
FOR USE IN REDUCING
ATTITUDINAL BARRIERS
TOWARDS DISABLED PERSONS

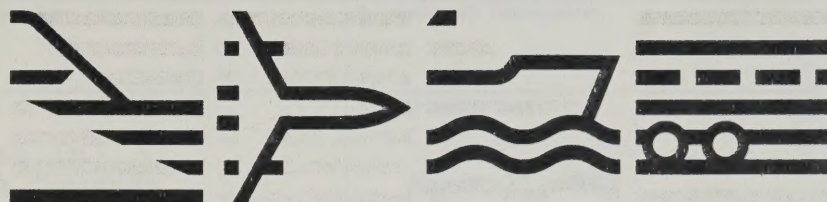
FINAL REPORT



Transport Canada
Policy and
Coordination

Transports Canada
Politiques et
coordination

Canada



TP10139E

INVENTORY OF MATERIALS
FOR USE IN REDUCING
ATTITUDINAL BARRIERS
TOWARDS DISABLED PERSONS

FINAL REPORT





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17. Abstract		

In 1988, the Minister of Transport's Transportation of Disabled Persons Implementation Committee (TDPIC), composed of representatives of carrier, industry, government and consumer groups of and for disabled persons, recommended that an inventory be prepared of existing materials that might be used by transportation providers to provide suitable training material for their personnel.

This report summarizes the findings of the study, which sought out training materials currently in use by, or potentially useful to, transportation providers in all modes - air, rail, bus and ferry. Videos, films, training manuals, books, brochures and articles which promote positive attitudes toward people with disabilities were considered for inclusion. Interviews were conducted with people in the travel industry, voluntary sector and government in order to compile referrals and ideas about existing resources that are known to be effective in sensitization programs. The search for appropriate materials began in Canada, and quickly expanded to the U.S. and as far afield as Australia.

The more than 70 entries in the data base show that many resources are available to address the training needs of personnel in travel-related industries. Resources can be found for virtually every major disability classification, and every mode of travel. There is no one "generic" resource, however, that combines all the features necessary for use in training for any mode of transportation, and for all disabilities. The trainer must mix and match, and the data base format of the Inventory will facilitate this creative process.

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17. Résumé

En 1988, le Comité de mise en oeuvre pour le transport des personnes handicapées, composé de représentants des transporteurs, de l'industrie, du gouvernement, de groupes de consommateurs oeuvrant auprès des personnes handicapées, recommandait qu'un inventaire soit préparé sur le matériel existant que les dispensateurs de services de transport pourraient utiliser pour offrir un matériel de formation convenable à leur personnel.

Ce rapport résume les conclusions de l'étude, qui réunit le matériel de formation actuellement utilisé ou éventuellement utile aux dispensateurs de services de transport dans tous les modes, aérien, ferroviaire, par autobus et par traversier. On a étudié la possibilité d'inclure des vidéos, des films, des manuels de formation, des livres, des brochures et des articles qui encouragent une attitude positive envers les personnes souffrant d'incapacités. Les entrevues ont été menées avec des gens de l'industrie du voyage, des volontaires et le gouvernement afin de réunir des documents de référence et des idées sur les ressources existantes qui sont connues pour être efficaces dans les programmes de sensibilisation. La recherche de matériel approprié a commencé au Canada, et s'est étendue rapidement aux Etats-Unis et à des pays aussi éloignés que l'Australie.

Plus de 70 entrées dans la banque de données démontrent que plusieurs ressources sont disponibles pour répondre aux besoins de formation du personnel des industries reliées aux voyages. On peut trouver des ressources pour pratiquement chaque classification d'incapacité majeure, et pour chaque mode de transport. Toutefois, il n'y a pas de ressource "générale" qui réunirait tous les aspects spéciaux nécessaires à la formation pour un mode de transport particulier et pour toutes les incapacités. L'apprenant doit mélanger et agencer et la présentation de la base de données de l'inventaire facilitera ce processus créateur.

18. Mots-clés personnes handicapées; personnes âgées; formation	19. Diffusion On peut obtenir un nombre de copies au Programme du transport des personnes handicapées			
20. Classification de sécurité (de cette publication) non classifié	21. Classification de sécurité (de cette page) non classifié	22. Déclassification (date)	23. Nombre de pages 99	24. Prix -

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A

FINAL REPORT

Prepared for:

Transport Canada
Tower "A", Room 326
Place de Ville
Ottawa, Ontario K1A 0N5

Subject:

File No. T8080-7-2328
Inventory of
Materials for Use in
Reducing Attitudinal
Barriers Towards
Disabled Persons
FINAL REPORT

Submitted by:

Canadian Rehabilitation
Council for the Disabled
Suite 2110
One Yonge Street
Toronto, Ontario
M5E 1E5

March 31, 1988

This document reflects the views of the contractor and not necessarily the official views or policies of Transport Canada or the National Transportation Agency.

EXECUTIVE SUMMARY

In early 1985, the Minister of Transport's Transportation of Disabled Persons Implementation Committee (TDPIC), composed of representatives of carrier, industry, government and consumer groups of and for disabled persons, recommended that a training package be developed to sensitize transportation providers to the requirements of disabled travellers. Transport Canada and the Canadian Transport Commission were asked to develop four training videos to address attitudinal barriers to the comfortable travel of disabled individuals, general medical aspects of various disabilities and associated techniques to be employed on communicating with or assisting disabled travellers.

Following a consultation process, the project was re-evaluated and a decision was made to identify existing materials that might be used to serve the same basic objective of providing suitable training material for transportation personnel. A Request for Proposal was issued, and on November 17, 1987, CRCO was contracted to carry out a project to create an "Inventory of Materials for use in Reducing Attitudinal Barriers toward Disabled Persons."

This report summarizes the findings of the study, which sought out training materials currently in use by, or potentially useful to, transportation providers in all modes - air, rail, bus and ferry. Videos, films, training manuals, books, brochures and articles which promote positive attitudes toward people with disabilities were considered for inclusion. Interviews were conducted with people in the travel industry, voluntary sector and government in order to compile referrals and ideas about existing resources that are known to be effective in sensitization programs. The search for appropriate materials began in Canada, and quickly expanded to the U.S. and as far afield as Australia.

The report comprises:

- . the TERMS OF REFERENCE, as specified by Transport Canada
- . project METHODOLOGY
- . DIRECTIONS for future exploration
- . an INVENTORY of materials submitted both in print and on IBM-compatible diskette
- . supporting documentation in an APPENDIX.

The more than 70 entries in the data base show that many resources are available to address the training needs of personnel in travel-related industries. Resources can be found for virtually every major disability classification, and every mode of travel. Many were well-conceived and executed, some were excellent. There is no one "generic" resource, however, that combines all the features necessary for use in training for any mode of transportation, and for all disabilities. The trainer must mix and match, and the data base format of the Inventory will facilitate this creative process.

TERMS OF REFERENCE

1. Primary Objective

To identify existing material that can be used to break down attitudinal barriers encountered by disabled persons when they travel by air, rail, ferry and bus. The intent is to obtain approval from the owners of these materials to make them available to transportation service providers for training purposes. In presenting the manner for providing dignified service, the material may provide basic information on how to assist a disabled person to access transportation services and facilities, but detailed technical information is not the principal interest.

2. Specific Project Objectives

.1 Prepare an inventory of existing materials including videos, films, slides, manuals etc.

.2 Include both English and French productions

.3 Material should cover as many disabilities as possible, including the following:

- a) Travellers who have physical disabilities
- b) Travellers who have sensory disabilities
- c) Travellers who have cognitive disabilities
- d) Travellers who have emotional disabilities
- e) Travellers who have auditory impairments.

.4 Provide a report on all pertinent characteristics of the materials, including:

- a) Availability of the material by lease or purchase
- b) Cost
- c) Condition
- d) Length
- e) Objective (brief summary of material)
- g) Disabilities type (5) considered
- h) Language
- i) Quality of Production

3. Deliverables

.1 Three copies of the final report comprising:

- a) the methodology
- b) the inventory in a format to be endorsed in advance by Transport Canada
- c) A disc of the report compatible with TC equipment (IBM compatible)

4. Timing

Deliverables should be provided within 90 days of contract award.
(March 31, 1988)

(From Appendix A, Request for Proposal No. T8080-7-2328, August 4, 1987)

ADDITIONAL NOTES

1. Categories of Disability The proposed schema for categorizing disabilities was revised and accepted as follows: physical, blind/low vision, deaf/hard of hearing, cognitive and emotional.
2. Project Objectives Of the characteristics outlined above (section 2.4), "Condition" and "Quality" were deleted.
3. Indexing Indexing is provided both by mode and by disability type.
4. Summary In order to comply with Transport Canada publication requirements, a one-page summary is included in the written report.
5. People-First Language As recommended, the written report uses "people-first" language.

(From: letter of March 4, 1988 from Janyce Clark, Program Manager,
Transportation of Disabled Persons Program)

METHODOLOGY

1. INTRODUCTION: The objective of the project was to create an inventory of training materials for travel-related service industries that could be used by Transport Canada and the National Transportation Agency as a reference source. The Inventory would identify existing materials directed towards breaking down attitudinal barriers encountered by disabled persons when they travel by air, rail, ferry and bus. All disabilities were to be considered.

The final product consists of three copies of a printed listing of materials, indexed by disability type and mode; an IBM disk containing a data base, with search options specified in accompanying notes; and a project report. Many of the printed materials included in the inventory are available on request from CRCD.

2. DATA COLLECTION: The work plan for January focused on data collection. The approach taken was to start with materials readily available in the CRCD Resource Centre and Film Library, and to mail out a letter and "work sheet" (see Appendix 2, 3) to a list of over 100 names compiled by scanning journals and newsletters. Major disability groups were also contacted for their A-V listings.

Project consultant Cinnie Noble submitted a list of contacts in the field of travel and disability, primarily those who have been involved in staff training and "train the trainers" programs. Follow-ups proceeded based on that key list of contacts.

Telephone calls were made to organizations in the Washington D.C. area to determine the best U.S. sources of information. A number were identified: Paralyzed Veterans of America; President's Committee on Employment of the Handicapped; Department of Transportation, Urban Mass Transportation Administration; the Washington representative of the Society for the Advancement of Travel for the Handicapped (SATH); Gallaudet University; National Academy of the Deaf; George Washington University; Architectural and Transportation Barriers Compliance Board. On January 21-22, Heather Ney and Cinnie Noble interviewed representatives of these organizations and viewed materials available on-site. Many additional referrals were compiled.

Rehabilitation International and SATH in New York were also contacted for referral information; RI in particular has been helpful in leading us to innovative materials available outside of North America.

The National Film Board was contacted, but unfortunately there was nothing available from that source for our purposes.

The French materials consultant contacted potential sources of information in Quebec, and was referred consistently to three major organizations which offer attitudinal programs or materials: the Office des personnes handicapées; Kéroul; and the Association Régionale de loisirs pour les personnes handicapées de Montréal. French-language

materials were forwarded from these sources for inclusion in the Inventory. In addition to these French-only materials, a number of the English entries note that French translations are available.

As we began collecting data, there was a need to reconsider the disability categories originally specified. Changes were agreed upon in consultation with Transport Canada, and we revised the categories to specify: Physical, Blind/Low Vision, Deaf/Hard of Hearing, Cognitive, Emotional, All. While our initial feeling was that the term "developmental" is widely used, in practice materials seem not to be categorized this way. "Cognitive" takes into account any condition requiring alternative methods of communicating concepts and instructions, such as learning disability, mental illness, mental retardation or other causes of low comprehension. "All" was included because many materials presented general information applicable to any disability, or attempted to be comprehensive by touching on a broad range of disabilities.

As much printed information as possible was collected and filed as inquiries by telephone and by letter, and in person were made. Wherever possible, videos, films and manuals were reviewed by the Project Coordinator and Project Consultant. If it was not possible to view audio-visual presentations, full descriptions were obtained from the source and work sheets were completed from that information.

3. DATA BASE DEVELOPMENT: The software program dBASE III PLUS was determined appropriate for storage and retrieval of the Inventory. A data base offers more options to the user than a word processing package. Should the user wish to scan a print-out to look for appropriate materials, s/he can do so. Updated information or comments by those who have used various items can be added and new print-outs generated as needed. The added benefit of a data base is its ability to manipulate information. Transport Canada may want to reorganize the listing by format, ie. all videos grouped together. The data base can also be used to search for specific items, such as all materials concerning deafness, or all training materials concerning deafness which apply to the airline industry. (see Appendix 5)

Additional work was required to create output that would be readable and would eliminate unused headings from each entry. A sample output page was sent to Transport Canada with the second progress report; it was approved and an expert in data base development was consulted to program the output and create indexes by mode and disability type, as requested by Transport Canada.

4. INPUT: Of all the information gathered, appropriate materials were chosen for inclusion in the Inventory and a work sheet for each choice was prepared. When follow-up was necessary to fill in the blanks, telephone calls were made. The work sheets were then given to a data entry clerk to be keyed into the computer.

The format of the screen was designed to ease the process of inputting

information by a data entry clerk. Prompts appeared in roughly the same order and format as the work sheet, and the clerk simply filled in the blanks. Materials were entered in the order they were collected, as the data base facilitates rearranging the order of the print-out later as required. Each entry was given a number for identification and later indexing purposes. A print-out of the screen was produced and sent to Transport Canada for approval when 25 entries had been completed. Transport Canada duly approved the selection of materials and details included, and data collection and entry proceeded through the third phase of the project.

The work plan for February and March focused on the input of Inventory entries and further data collection.

5. COMMENTS: When confronted with an array of materials for consideration, we recognized the need to include some observations as to the approach used to creating disability awareness in order to assist the user looking for clues as to which resources would be appropriate to choose. Purely objective descriptions may not provide enough information in some cases. We decided that, based on what we were told was preferred by people using such materials, that if the item was particularly strong in any aspect, eg., if a video presents a disabled person in the role of expert on his or her own disability, this information would be included in the "comments" section.

DIRECTIONS

The Inventory will be a useful resource for those wishing to find materials to incorporate into training programs. It has the potential to be springboard for new ideas and projects, and we submit the following suggestions based on our research.

1. Create new sensitivity videos and manuals

As Transport Canada's original intention was to produce its own videos, the idea may be revived if existing materials need to be supplemented or replaced. We would suggest that Transport Canada consider producing four 10-minute videos: one each on disabilities affecting mobility, hearing, sight and cognition. They could be used in one session, with breaks for discussion and/or role-playing, or in shorter, separate seminars. The videos would not be mode-specific, but manuals for participants and trainers would be. Each video would be part of a "train the trainers" program, since staff turnover requires a program that can be integrated into a company's staff training routine.

2. Conduct a consumer evaluation of existing audio-visual training materials

Using the inventory, a selection of videos and films could be made for a screening session.. Consumers with a range of disabilities could be invited, and they could be asked to evaluate the materials in terms of stated objectives. Such subjective evaluations can be invaluable, as materials must be sensitive to the needs and rights of disabled consumers. An evaluation form could designate categories and ratings, for example:

	excel	good	fair	poor	NA
Relevance to training purposes	_____	_____	_____	_____	_____
Accuracy of content	_____	_____	_____	_____	_____
Appropriate amount of content	_____	_____	_____	_____	_____
Ability to maintain interest	_____	_____	_____	_____	_____
Comprehensibility	_____	_____	_____	_____	_____
Appropriateness of length to content	_____	_____	_____	_____	_____
Sound quality	_____	_____	_____	_____	_____
Visual quality	_____	_____	_____	_____	_____
Comparative value	_____	_____	_____	_____	_____
Overall rating (not necessarily an average of the above)	_____	_____	_____	_____	_____

(source: Massachusetts Bay Transportation Authority)

3. Create a checklist for travellers with disabilities

A brief checklist could be distributed to travellers who purchase airline or rail tickets, by mailing the checklist to the customer with the tickets or perhaps having it printed on the ticket folder. The objective would be to facilitate travel for disabled consumers by recommending tips for travel planning and preparations. For example, eligibility for attendant discounts, recommended check-in times, how much time to leave between connections, and other information could be included. At the same time realistic expectations will be communicated about the service provider's role.

4. Create an inventory of consultants experienced in sensitivity training

During our research, we came to know of people with a great deal of experience and knowledge about training, some of whom conduct training courses that include an attitude awareness component. These experts are in themselves resources to be tapped. We would be happy to advise you of contacts made during this project, however, a more complete list would require further investigation.

5. Conduct a public relations/public education program

The objective would be to educate the general public about the rights of people with disabilities to travel and how the travel and transportation industries are improving services and facilities for disabled passengers. The more that awareness and positive attitudes are generated within the general public, the easier travel for disabled people will become. Print ads could be distributed; press releases or articles could be submitted to national and regional magazines and newspapers to highlight the issue of travel and disability.

6. Monitor the U.S. experience

The U.S. Air Carrier Access Act of 1986 (see Appendix 4) was passed by the Senate on August 15, 1986. An advisory committee was established in May 1987 to negotiate the implementation of the Act. Although the negotiations broke down recently, it is felt by observers that it is only a matter of time before air carriers in the U.S. are required to ensure access to their services. Staff training programs may be mandatory. This is currently precipitating discussions about industry-wide standards, and the regulations are expected to be an impetus for change.

APPENDIX

PROJECT TEAM

The project team for this inventory was composed of:

Heather Ney, CRCD: Project Co-ordinator
Ophira Sone, CRCD: Project Assistant
Cinnie Noble: Project Consultant
Nancy Christie, CRCD National Executive Director: Staff Consultant
Mona Zaccak, CRCD: Data Processing Coordinator
Kara Warburton: French language materials Project Consultant.

The project officer at Transport Canada was Janyce Clark, Program Planning Management and Policy, Transportation of Disabled Persons Program.

The contractor, CRCD (Canadian Rehabilitation Council for the Disabled), is a network of national, provincial and regional nonprofit organizations serving physically disabled adults and children across Canada. Membership includes rehabilitation facilities, voluntary organizations and individuals with disabilities. National Easter Seal and Ability Fund fundraising and awareness programs are coordinated by CRCD.

By bringing together the numerous assistive agencies and treatment centres in Canada under one umbrella, CRCD provides an important exchange of resources and rehabilitation models, ensuring better care and accessibility for Canadian citizens.

CRCD has produced several publications, posters and award-winning films, and coordinates national and regional conferences and committees.



CANADIAN REHABILITATION
COUNCIL FOR THE DISABLED
CONSEIL CANADIEN POUR LA
RÉADAPTATION DES HANDICAPÉS

Suite 2110, One Yonge Street, Toronto, Canada M5E 1E5 Phone (416) 862-0340

(Date)

Dear Sir/Madam:

CRCD is presently preparing an inventory of existing materials including videos, film, slides and manuals for use in reducing attitudinal barriers towards disabled persons. This inventory is being prepared for Transport Canada and the National Transportation Agency, and will be used as a reference source of training materials for travel-related service industries. The goal is to encourage dignified service for passengers with disabilities.

Could you please send us any free pamphlets etc. which you produce or have at your disposal? If you do have videos, or training manuals, could you please send us a detailed description. (see attached)

We will be creating a data base of the materials and their sources.

Thanking you in advance for your help.

Sincerely,

Ophira Sone
Assistant
Publishing/Promotion

No. _____

WORKSHEET

Inventory of Material for Use in Reducing Attitudinal Barriers

PLEASE USE ONE FORM FOR EACH ITEM

1) Title _____

2) Available Format	Length (eg. Min/Pg)	Lease or Purchase/Both or Free	Cost \$US or \$Cdn
Video (VHS)	_____	_____	_____
Video (Beta)	_____	_____	_____
Film (16mm)	_____	_____	_____
Brochure	_____	_____	_____
Training Manual	_____	_____	_____
Other _____	_____	_____	_____

3. (a) If the material is in print format, is it also available in
Braille _____ Large Print _____ Cassette _____

(b) If material is in video or film format, is it captioned? _____.

4. Year of Production/Publication _____

5. Are there any restrictions with use of the material

Yes _____ No _____ If yes, please specify _____

6. Objective:

Travel Mode: Air _____

Rail _____

To train staff _____

Bus _____

To promote positive attitudes _____

Ferry _____

To provide information about disabilities _____

7. Disability type:

Physical _____

Blind/low vision _____

Deaf/hard of hearing _____

Cognitive _____

Emotional _____

All _____

(over)

8. Language

French _____
English _____
Bilingual _____ (French/English)
Other _____

9. Produced by: Organization _____
Address _____
Phone _____
FAX # _____

Available from: Organization _____
Address _____
Phone _____
FAX # _____

11) Comments: (Brief description of item, specific disabilities covered)

100 STAT. 1080

PUBLIC LAW 99-435—OCT. 2, 1986

Public Law 99-435
99th Congress

An Act

Oct. 2, 1986
[S. 2703]

To amend the Federal Aviation Act of 1958 to provide that prohibitions of discrimination against handicapped individuals shall apply to air carriers.

Air Carrier
Access Act of
1986.
49 USC app.
1301 note.
49 USC app.
1374.*Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled*, That this Act may be cited as the "Air Carrier Access Act of 1986".

SEC. 2. (a) Section 404 of the Federal Aviation Act of 1958 (49 U.S.C. 1374) is amended by adding at the end thereof the following new subsection:

"PROHIBITION ON DISCRIMINATION AGAINST HANDICAPPED INDIVIDUALS

"(c)(1) No air carrier may discriminate against any otherwise qualified handicapped individual, by reason of such handicap, in the provision of air transportation.

"(2) For the purposes of paragraph (1) of this subsection the term 'handicapped individual' means any individual who has a physical or mental impairment that substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having such an impairment."

49 USC app. 1301
note.

(b) That portion of the table of contents of the Federal Aviation Act of 1958 which appears under the side heading

"Sec. 404. Rates for carriage of persons and property."

is amended by adding at the end thereof:

"(c) Prohibition on discrimination against handicapped individuals."

Regulations.
49 USC app.
1374 note.

SEC. 3. Within one hundred and twenty days after the date of enactment of this Act, the Secretary of Transportation shall promulgate regulations to ensure non-discriminatory treatment of qualified handicapped individuals consistent with safe carriage of all passengers on air carriers.

Approved October 2, 1986.

LEGISLATIVE HISTORY—S. 2703:SENATE REPORTS: No. 99-400 (Comm. on Commerce, Science, and Transportation).
CONGRESSIONAL RECORD, Vol. 132 (1986):

Aug. 15, considered and passed Senate.

Sept. 18, considered and passed House.

INTRODUCTION: dBASE III

The "Inventory of Materials for use in Reducing Attitudinal Barriers toward Disabled Persons" has been produced in both print and electronic media. The disc holds data that has been formatted using the commercial dBase III software package, a storage and retrieval system providing users with a systematic way of organizing data and documents according to their special needs. The following description of dBase III is excerpted from "dBase III: A Personal System for Bibliographic Storage and Retrieval" by Alan Chun.*

- . The system allows input of author, title, bibliographic details and keywords.

- . dBase III is programmed in assembly language and provides a simple programming language with a great deal of flexibility, which allows users to write data base applications tailored to their needs. dBase III is much more powerful than its precursor dBase II. The dBase II program could handle a maximum of 1,000 characters per record, and the data base could hold up to 65,535 records. dBase III, on the other hand, can handle one billion records per file, and a maximum of 128 fields and 4,000 characters can be put in a single record.

- . dBase III allows the bibliographic records to be printed in a variety of formats such as the order of entry into the data base or alphabetical order by author, title or source. The whole listing can be printed double-spaced, with headings, page numbers, etc.

- . Computer methods are fast and have the advantage of unifying the approach to indexing and retrieving documents from a personal collection of citations, thus maximizing the efficiency of retrieval. The internal language of dBase III is extremely powerful, with single commands for indexing, sorting and reporting. dBase III has a new, extremely fast SORT command for keeping users' files in good order. However, once a data file is sorted, adding new records to it will likely upset the order. INDEX, an even faster command than SORT, is preferred for imposing order on a file, because an index is maintained on a continuing basis. With a single command, users can also manipulate blocks of information as large as the data base or as small as a single character.

- . The system is not time-consuming and requires no specially trained personnel.

- . There are many possibilities for further development. For example, the system could be programmed to count the number of times and last date users consulted a certain document. This can be useful in weeding out infrequently used entries.

- . A "memo" field (the "Comments" section in the Inventory) allows more space for descriptive information than most database programs. This cannot be searched mechanically, however, as the other "character" fields can.

. dBase III is a user-friendly package. Data entry simply requires users to "fill in the blanks." All the necessary field prompts are given. The prompts and the storage capacity of each field have been tailored specifically for Transport Canada's Inventory by the contractor.

* Source: Canadian Library Journal, Feb 87, 41-44

B

INVENTORY

INVENTORY OF MATERIALS
FOR USE IN
REDUCING ATTITUDINAL BARRIERS
TOWARDS DISABLED PERSONS

* * *

Produced by:
Canadian Rehabilitation Council
for the Disabled (CRCD)
One Yonge Street, Suite 2110
Toronto, Ontario M5E 1E5
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Produced for:
Transport Canada
Transportation of Disabled
Persons Program
File No. T8080-7-2328
March 31, 1988

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DECODING THE INVENTORY PRINT-OUT

Codes used in the Inventory are listed below with their explanations:

L = Lease
P = Purchase
B = Both
F = Free

Under the category, OBJECTIVE:

TRAINING = To train staff
ATTITUDE = To promote positive attitudes
DISABILITIES = To provide information about disabilities

Under the category, DISABILITY TYPE:

PHY = Physical
BL = Blind/Low Vision
DH = Deaf/Hard-of-Hearing
COG = Cognitive
EMO = Emotional
ALL = All disabilities

Under the category, LANGUAGE:

E = Material available in English only
F = Material available in French only
E,F = Separate English and French editions available
E/F = Bilingual English/French version available

Under the category, RESTRICTION:

"YES" means that there are conditions to be fulfilled before the material can be used in a training program. The condition(s) are stated in the NOTES.

Record No. 58

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Access Amtrak: A Guide to Amtrak Services for Elderly & Handicapped Travellers

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
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PAMPHLET	18 pges	F		
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YEAR PRODUCED: 1987

RESTRICTION:

OBJECTIVE: ATTITUDE

TRAVEL MODE: RAIL

DISABILITY TYPE: PHY BL DH

LANGUAGE: E

PRODUCED BY: AMTRAK

AVAILABLE FR: AMTRAK
P.O. Box 2709
WASHINGTON, D.C. 20013 USA

NOTES: Brochure for the handicapped traveller about AMTRAK services, accommodations, special fares, etc.

Amtrak is in the initial stages of producing a video and manual for staff sensitivity training. For more information contact: (Patricia Willis) Amtrak On-Board Services, 210 South Canal, Chicago, Illinois 60606. (312) 930-4075.

Record No. 24

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: The Accessible Bus: Guidelines for Operator

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST	US
VHS	28 min.	B			\$15./\$125.
FILM	28 min.	B			\$15./\$225.

YEAR PRODUCED: 1979

RESTRICTION:

OBJECTIVE: TRAINING ATTITUDE

TRAVEL MODE: BUS

DISABILITY TYPE: PHY

LANGUAGE: E

PRODUCED BY: A.M. BARRY

AVAILABLE FR: GEORGE WASHINGTON UNIVERSITY, RRTC,
2300 Eye Street, N.W. Ross Hall Rm 714
WASHINGTON, D.C. 20037 USA
(202) 676-3801

NOTES: Developed for training bus drivers. Illustrates various procedures to follow when providing accessible bus service, including interaction with passengers. Inquire about shipping charges and procedures.

Record No. 70

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Accessible Transportation: A Resource Manual

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST	US
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TRAINING MANUAL	36 pges				\$6.00
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RESTRICTION:

OBJECTIVE: TRAINING

TRAVEL MODE: BUS

DISABILITY TYPE: PHY

LANGUAGE: E

PRODUCED BY: GEORGE WASHINGTON UNIVERSITY, RRTC

AVAILABLE FR: GEORGE WASHINGTON UNIVERSITY, RRTC
2300 Eye St. S.W., Ross Hall, Rm. 714
WASHINGTON, D.C. 20037 USA
(202) 676-3801

NOTES: Enhancing the utilization of lift-equipped and kneeling buses in the metropolitan Washington area.

Record No. 38

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Aiding the Disabled

AVAILABLE FORMAT: LENGTH

LEASE OR PURCHASE
BOTH OR FREE

COST
CAN

US

PAMPHLET

8 panels

F

RESTRICTION:

OBJECTIVE: ATTITUDE

TRAVEL MODE:

DISABILITY TYPE: PHY

LANGUAGE: E

PRODUCED BY: ANN FINLAY, MARIA GEORGE, S. RICHMOND, S. SCOTT

AVAILABLE FR: G.F. STRONG REHABILITATION CENTRE
4255 Laurel Street
VANCOUVER, B.C. V5Z 2G9

NOTES: Subtitle: Helpful Hints for Riders and Guiders. How to become skilled and confident in providing assistance; a small brochure with illustrations for such situations as curbs, stairs, slopes and ramps.

Record No. 28

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Air Canada's Special Services for Passengers with Special Needs

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
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PAMPHLET	18 pges	F		
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RESTRICTION:

OBJECTIVE: ATTITUDE DISABILITIES

TRAVEL MODE: AIR

DISABILITY TYPE: PHY BL DH COG

LANGUAGE: E/F

PRODUCED BY: AIR CANADA

AVAILABLE FR: AIR CANADA/SPECIAL SERVICES
130 Bloor Street West
TORONTO, ON M5S 1P5 CANADA

NOTES: Air Canada provides a number of services for disabled passengers. This booklet has been designed to assist special needs travellers when making travel plans and to make them aware of AC's services.

There is a section on associations in Canada which can provide assistance to passengers with disabilities.

Record No. 18

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Barrier Awareness (the book)

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
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BOOK	72 pges			\$4.50
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YEAR PRODUCED: 1980

RESTRICTION: YES

OBJECTIVE: TRAINING ATTITUDE DISABILITIES

TRAVEL MODE:

DISABILITY TYPE: A

LANGUAGE: E

PRODUCED BY: REHABILITATION RESEARCH INSTITUTE
George Washington University

AVAILABLE FR: ELAINE MAKAS, PH.D., REHABILITATION RESEARCH INST.
801 22nd Street N.W., Suite T-605
WASHINGTON, D.C. 20052 USA
(202) 994-6543

NOTES: Incorporates six booklets that are part of the Barrier Awareness series, and has been used by transportation service providers for staff training. The booklets are available separately, and are listed separately by title:

Invisible Battle, Beyond the Sound Barrier, Free Wheeling, Dignity, Sense Ability, Inside Out. Add 10% to your order for postage and handling. Inquiries and orders in writing are preferred.

Record No. 10

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Barrier-Free New Zealand

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST	US
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MANUAL

YEAR PRODUCED: 198-

RESTRICTION:

OBJECTIVE: ATTITUDE

TRAVEL MODE:

DISABILITY TYPE: PHY

LANGUAGE: E

PRODUCED BY: N.Z. CRIPPLED CHILDREN SOCIETY INC.

AVAILABLE FR: BILL WRIGHTSON, N.Z. CRIPPLED CHILDREN SOCIETY INC
86-90 Vivian St., P.O.Box 6349
TE ARO, WELLINGTON NEW ZEALAND

NOTES: 'Barrier Free New Zealand' is a public education manual focusing on links between transport systems, parking and the built environment.

Record No. 20

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Beyond the Sound Barrier

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
PAMPHLET	20 pges	P		\$1.00

RESTRICTION: YES

OBJECTIVE: TRAINING ATTITUDE DISABILITIES

TRAVEL MODE:

DISABILITY TYPE: DH

LANGUAGE: E

PRODUCED BY: REHABILITATION RESEARCH INSTITUTE
George Washington University

AVAILABLE FR: ELAINE MAKAS, PH.D., REHAB. RESEARCH INSTITUTE
801 22nd Street N.W. Suite T-605
WASHINGTON, D.C. 20052 USA
(202) 994-6543

NOTES: Attitudes toward people with hearing impairments; includes myths and facts, and hints for reducing attitudinal barriers.

Part of Barrier Awareness Series. No unauthorized reproduction.

Record No. 33

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Changes

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST US
VHS	28 min.	P		\$89.50
BETA	28 min.	P		\$89.50
FILM	28 min.	B		\$35/\$300.00
VIDEO 3/4"	28 min.	P		\$134.50

RESTRICTION:

OBJECTIVE: ATTITUDE DISABILITIES

TRAVEL MODE:

DISABILITY TYPE: PHY

LANGUAGE: E

PRODUCED BY: BARRY CORBET

AVAILABLE FR: CRYSTAL PRODUCTIONS
P.O. Box 12317
ASPEN, CO 81612 USA
(303) 925-8160

NOTES: Defines the unique problems and lifestyle changes that follow spinal cord injury. "Changes" can be used as an education and awareness tool.

Record No. 66

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: CN Marine: Special Services

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
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PAMPHLET

F

RESTRICTION:

OBJECTIVE:

TRAVEL MODE: FERRY

DISABILITY TYPE: PHY

LANGUAGE: E/F

PRODUCED BY: CN MARINE

AVAILABLE FR: CN MARINE
Public Affairs, 100 Cameron Street
MONCTON, N.B. E1C 5Y6

NOTES: In Eastern Canada, Cn Marine is in the process of making its vessels and terminals accessible to everyone. Modifications have been made to buildings and older vessels to accommodate disabled travellers.

The pamphlet specifies services offered in the Maritime provinces within terminals and on ships.

Record No. 69

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Coping with Inaccessibility: Assisting the Wheelchair User.

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
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TRAINING MANUAL	43 pges	F		\$6.00
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RESTRICTION:

OBJECTIVE: TRAINING

TRAVEL MODE: AIR RAIL BUS

DISABILITY TYPE: PHY

LANGUAGE: E

PRODUCED BY: GEORGE WASHINGTON UNIVERSITY, RRTC

AVAILABLE FR: GEORGE WASHINGTON UNIVERSITY, RRTC
2300 Eye St. N.W., Ross Hall, Rm. 714
WASHINGTON, D.C. 20037 USA
(202) 676-3801

NOTES: Shows how to assist wheelchair users in coping with inaccessibility in the environment.

Record No. 2

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: A Different Approach

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST US
FILM	21 min.	L		\$37.50

YEAR PRODUCED: 1979

RESTRICTION:

OBJECTIVE: ATTITUDE

TRAVEL MODE:

DISABILITY TYPE: A

LANGUAGE: E

PRODUCED BY: SOUTH BAY MAYOR'S COMMITTEE, CALIFORNIA

AVAILABLE FR: WESTWOOD SCREEN INC.
211 Watline Ave., Suite 202
MISSISSAUGA, ON L4Z 1P3 CANADA
(416) 890-2305

NOTES: Although the objective is to encourage employment of disabled persons, this film is an excellent vehicle to promote positive attitudes; dispels the myths about disability. Tax and shipping charges are extra.

Record No. 22

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Dignity

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST US
PAMPHLET	20 pges	P		\$1.00

RESTRICTION: YES

OBJECTIVE: TRAINING ATTITUDE DISABILITIES

TRAVEL MODE:

DISABILITY TYPE: COG

LANGUAGE: E

PRODUCED BY: REHABILITATION RESEARCH INSTITUTE
George Washington University

AVAILABLE FR: ELAINE MAKAS, PH.D., REHAB. RESEARCH INSTITUTE
801 22nd Street N.W. Suite T-605
WASHINGTON, D.C. 20052 USA
(202) 994-6543

NOTES: Attitudes toward people with mental retardation. Includes myths and facts, and hints for reducing attitudinal barriers.

Part of Barrier Awareness Series. No unauthorized reproduction.

Record No. 34

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Directory of Airline Facilities for Disabled People

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
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DIRECTORY	94 pges		postage	
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RESTRICTION:

OBJECTIVE: TRAINING

TRAVEL MODE: AIR

DISABILITY TYPE: PHY BL DH

LANGUAGE: E

PRODUCED BY: ACCESS TO THE SKIES UK, AND RADAR

AVAILABLE FR: ROYAL ASSOCIATION FOR DISABILITY & REHABILITATION
25 Mortimer Street
LONDON, W1N 8AB ENGLAND
01-637-5400

NOTES: Detailed information about the practices of individual airlines gathered together in one publication.

Listed in alphabetical order; summary of policies and practices with regard to: booking & seating allocation, boarding arrangements, what is accessible in the aircraft, and in-flight arrangements.

Record No. 71

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Disability Awareness: An Instructor's Manual for Bus Operators

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
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TRAINING MANUAL	95 pges	P		\$12.00
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RESTRICTION:

OBJECTIVE: TRAINING ATTITUDE

TRAVEL MODE: BUS

DISABILITY TYPE: PHY

LANGUAGE: E

PRODUCED BY: GEORGE WASHINGTON UNIVERSITY, RRTC

AVAILABLE FR: GEORGE WASHINGTON UNIVERSITY, RRTC
2300 Eye St. N.W., Ross Hall, Rm. 714
WASHINGTON, D.C. 20037 USA
(202) 676-3801

NOTES: Section one: what is an attitudinal barrier? Section two: Assisting disabled or elderly passengers. Section three: What do you do when you meet...

Record No. 56

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Disabled Passengers Air Travel Guide

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
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PAMPHLET	10 pges	F		
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YEAR PRODUCED: 1984

RESTRICTION:

OBJECTIVE: ATTITUDE

TRAVEL MODE: AIR

DISABILITY TYPE: PHY BL DH

LANGUAGE: E

PRODUCED BY: QANTAS AIRWAYS LTD.

AVAILABLE FR: QANTAS AIRWAYS LTD.
360 Post Street
SAN FRANCISCO, CA 94108 USA
(415) 445-1400

NOTES: Booklet to assist both staff & passengers with any questions regarding air travel on Qantas.

Record No. 1

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Emerging

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
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FILM	16 min.	B	\$27.50/\$250.	
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VIDEO 3/4"		B	\$27.50/\$150.	
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YEAR PRODUCED: 1980

RESTRICTION:

OBJECTIVE: ATTITUDE

TRAVEL MODE:

DISABILITY TYPE: PHY

LANGUAGE:

PRODUCED BY: CANADIAN REHABILITATION COUNCIL FOR THE DISABLED
One Yonge Street, Suite 2110 (PURCHASE)
TORONTO, ON M5E 1E5 CANADA
(416) 862-0340

AVAILABLE FR: WESTWOOD SCREEN INC. (RENTAL)
211 Watline Ave., Suite 202
MISSISSAUGA, ON L4Z 1P3 CANADA
(416) 890-2305

NOTES: Emphasizes abilities of disabled people in order to promote positive attitudes. There is no dialogue; a soundtrack complements the visual message. Contact CRCD for purchase, Westwood for lease; shipping and applicable taxes extra.

Record No. 39

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Exploding the Myth

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
FILM	30 min.	L	\$30.00	

YEAR PRODUCED: 1978

RESTRICTION:

OBJECTIVE: ATTITUDE DISABILITIES

TRAVEL MODE:

DISABILITY TYPE: COG

LANGUAGE: E

PRODUCED BY:

AVAILABLE FR: G. ALLAN ROEHER INSTITUTE, KINSMEN BUILDING
4700 Keele Street
DOWNSVIEW, ON M3J 1P3
(416) 661-9611

NOTES: Explores nine misconceptions commonly held by the general public about people with mental handicaps. Presented by professionals, parents and handicapped people.

Record No. 27

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Extra Care Passengers

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
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TRAINING MANUAL 10 pges

YEAR PRODUCED: 1985

RESTRICTION:

OBJECTIVE: TRAINING ATTITUDE DISABILITIES

TRAVEL MODE: AIR

DISABILITY TYPE: A

LANGUAGE: E

PRODUCED BY: AMERICAN AIRLINES

AVAILABLE FR: AMERICAN AIRLINES LEARNING CENTER, CENTRALIZED
Training, P.O.B. 619618, MD 925,
DFW AIRPORT, TX 75261 USA

NOTES: "Extra Care Passengers" is a study sheet A/A provides during initial training classes. It is an extension of flight attendant training and is concerned with passengers who have special needs because of a physical condition or disability.

Record No. 21

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Free Wheeling

AVAILABLE FORMAT: LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST US
PAMPHLET	P		\$1.00

RESTRICTION: YES

OBJECTIVE: TRAINING ATTITUDE DISABILITIES

TRAVEL MODE:

DISABILITY TYPE: PHY

LANGUAGE: E

PRODUCED BY: REHABILITATION RESEARCH INSTITUTE
George Washington University

AVAILABLE FR: ELAINE MAKAS, PH.D. REHAB. RESEARCH INSTITUTE
801 22nd Street N.W. Suite T-605
WASHINGTON, D.C. 20052 USA
(202) 994-6543

NOTES: Attitudes toward people who use wheelchairs. Includes myths and facts, and hints for reducing attitudinal barriers.

Part of Barrier Awareness Series. No unauthorized reproduction.

Record No. 63

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Getting Through

AVAILABLE FORMAT: LENGTH

LEASE OR PURCHASE
BOTH OR FREE

COST
CAN

US

AUDIOTAPE 30 min.

\$5.00

YEAR PRODUCED: 1971

RESTRICTION:

OBJECTIVE: ATTITUDE DISABILITIES

TRAVEL MODE:

DISABILITY TYPE: DH

LANGUAGE: E

PRODUCED BY: ZENITH RADIO CORPORATION
6501 W. Grand Ave.
CHICAGO, IL 60635 USA

AVAILABLE FR: CANADIAN HEARING SOCIETY
271 Spadina Rd.
TORONTO, ON M4R 2V3
(416) 964-9595

NOTES: Designed to create for those with normal hearing an experience of hearing loss, and to increase understanding of the problems and frustrations of hard of hearing individuals.

A transcript of the tape is provided. 'An Unfair Hearing Test' (Band 4) is approximately 5 minutes long, and can be used effectively as part of a training session.

Record No. 25

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Getting to Know You

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST US
VHS	28 min.	B		\$15./\$125.
FILM	28 min.	B		\$25./\$225.

YEAR PRODUCED: 1979

RESTRICTION:

OBJECTIVE: TRAINING ATTITUDE

TRAVEL MODE: BUS

DISABILITY TYPE: PHY

LANGUAGE: E

PRODUCED BY: A.M. BARRY

AVAILABLE FR: GEORGE WASHINGTON UNIVERSITY, RRTC
2300 Eye St. N.W. Ross Hall Rm. 714
WASHINGTON, D.C. 20037 USA
(202) 676-3801

NOTES: Panel discussion; bus operators and disabled and elderly consumers share concerns and offer suggestions with regard to accessible bus service.

Inquire about shipping charges and procedures.

Record No. 4

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: A Guide to Recognizing, Understanding and Assisting Travellers with Disabilities (TP3461)

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST US
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BOOK 78 pges.

YEAR PRODUCED: 1982

RESTRICTION: YES

OBJECTIVE: ATTITUDE DISABILITIES

TRAVEL MODE: AIR RAIL BUS FERRY

DISABILITY TYPE: A

LANGUAGE: E/F

PRODUCED BY: HICKLING PARTNERS & TRANSPORT CANADA
6th Floor, 350 Sparks Street
OTTAWA, ON K1R 7S8 CANADA
(613) 237-2220

AVAILABLE FR: LYNN GREENBLATT, TRANSPORTATION OF DIS. PERSONS
Place de Ville, Tower C/26G
OTTAWA, ON K1A 0N5
(613) 991-6415

NOTES: The objective of the publication is to increase understanding of disabled travellers. Transportation personnel are a primary audience. Considers specific conditions, i.e., cerebral palsy, epilepsy & mental retardation.

Record No. 9

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Handi-Travel: A Resource Book for Disabled and Elderly Travellers (Second Edition) by Cinnie Noble

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
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BOOK	147 pges.	F	\$12.95	
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YEAR PRODUCED: 1987

RESTRICTION: YES

OBJECTIVE: ATTITUDE DISABILITIES

TRAVEL MODE: AIR RAIL BUS FERRY

DISABILITY TYPE: PHY BL DH COG

LANGUAGE: E,F

PRODUCED BY: CANADIAN REHABILITATION COUNCIL FOR THE DISABLED

AVAILABLE FR: CANADIAN REHABILITATION COUNCIL FOR THE DISABLED
One Yonge Street, Suite 2110
TORONTO, ON M5E 1E5 CANADA
(416) 862-0340

NOTES: Handbook on travel procedures. Designed for the consumer rather than for training purposes, but contains much relevant information about needs and rights of disabled travellers. Postage & handling extra. No unauthorized reproduction

Record No. 60

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: How to Serve Blind & Visually Impaired Passengers

AVAILABLE FORMAT: LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST	US
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TRAINING MANUAL 15 pges

YEAR PRODUCED: 1985

RESTRICTION:

OBJECTIVE: TRAINING

TRAVEL MODE: AIR

DISABILITY TYPE: BL

LANGUAGE: E

PRODUCED BY: AMERICAN COUNCIL OF THE BLIND

AVAILABLE FR: AMERICAN COUNCIL OF THE BLIND
1010 Vermont Ave. NW, Suite 1100
WASHINGTON, D.C. 20005 USA

NOTES: This handbook was prepared by experienced travellers with visual impairments to help airline personnel improve service to blind & visually impaired passengers.

Record No. 40

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: I can only speak for myself

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE	COST	
		BOTH OR FREE	CAN	US
VHS	28 min.	L	\$30.00	

YEAR PRODUCED: 1979

RESTRICTION:

OBJECTIVE: ATTITUDE DISABILITIES

TRAVEL MODE:

DISABILITY TYPE: COG

LANGUAGE: E

PRODUCED BY:

AVAILABLE FR: G. ALLAN ROEHER INSTITUTE, KINSMEN BUILDING
4700 Keele Street
DOWNSVIEW, ON M3J 1P3
(416) 661-9611

NOTES: Margaret Bever is an advocate for persons with mental handicaps. Until her husband's death, the two of them struggled with society's view of them as disabled people.

In this program Margaret reflects on conflicts they faced in order to overcome society's handicaps and live with their own.

Record No. 37

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Incapacitated Passengers Handling Guide (2nd Edition)

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST US
PAMPHLET	42 pges	P		\$3.00

YEAR PRODUCED: 1981

RESTRICTION:

OBJECTIVE: TRAINING DISABILITIES

TRAVEL MODE: AIR

DISABILITY TYPE: A

LANGUAGE: E

PRODUCED BY: INTERNATIONAL AIR TRANSPORT ASSOCIATION

AVAILABLE FR: INTERNATIONAL AIR TRANSPORT ASSOCIATION
2000 Peel Street
MONTREAL, PQ H3A 2R4

NOTES: Presents general airline rules and procedures for handicapped and otherwise incapacitated persons travelling by air.

For ticketing, reservations and airport offices dealing with requests for exceptional services. Medical clearance and various forms are discussed. Other booklets for the passenger and physician are available.

Record No. 14

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Independence is a Precious Commodity

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
VHS	18 min.			

RESTRICTION:

OBJECTIVE: TRAINING ATTITUDE DISABILITIES

TRAVEL MODE: AIR

DISABILITY TYPE: PHY BL DH COG

LANGUAGE: E

PRODUCED BY: UNITED AIRLINES

AVAILABLE FR: UNITED AIRLINES TRAINING SECTION, ATTN: DAN KAFCAS
P.O. Box 66100
CHICAGO, ILL. 60666 USA
(312) 952-6615

NOTES: Instructs agents and United's Special Service Center personnel to assist in servicing various disability groups. Specific disabilities covered are cerebral palsy, head injury, paraplegia, quadriplegia and hemiplegia.

United Airlines is well-advertised throughout.

Record No. 19

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Inside Out

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST US
PAMPHLET		P		\$1.00

RESTRICTION: YES

OBJECTIVE: TRAINING ATTITUDE DISABILITIES

TRAVEL MODE:

DISABILITY TYPE: PHY

LANGUAGE: E

PRODUCED BY: REHABILITATION RESEARCH INSTITUTE
George Washington University

AVAILABLE FR: ELAINE MAKAS, PH.D., REHAB RESEARCH INSTITUTE
801 22nd Street N.W., Suite T-605
WASHINGTON, D.C. 20052 USA
(202) 994-6543

NOTES: Attitudes toward people with hidden disabilities, eg. epilepsy, diabetes, cancer. Includes myths and facts, and hints for reducing attitudinal barriers.

Part of Barrier Awareness Series. No unauthorized reproduction.

Record No. 45

TRANSPORT CANADA

PROJECT No. T9080-7-2328

TITLE: L' Intégration touristique potentielle des personnes handicapées

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
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STUDY	72 pges		\$5.00	
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YEAR PRODUCED: 1984

RESTRICTION:

OBJECTIVE: TRAINING

TRAVEL MODE:

DISABILITY TYPE: PHY

LANGUAGE: F

PRODUCED BY: KÉROUL

AVAILABLE FR: KÉROUL
4545, av. Pierre-de-Coubertin, Suc. "M"
MONTRÉAL, QUÉBEC H1V 3R2 CANADA
(514) 252-3104

NOTES: Study of the potential integration of disabled people in the tourism industry. The goal was to identify the needs of handicapped people & make them known to the tourist industry. Price includes postage.

Record No. 26

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: The Invisible Battle: Attitudes and Disabilities

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
PAMPHLET	14 pges	P		\$1.00

YEAR PRODUCED: 1978

RESTRICTION: YES

OBJECTIVE: TRAINING ATTITUDE DISABILITIES

TRAVEL MODE:

DISABILITY TYPE: A

LANGUAGE: E

PRODUCED BY: REHABILITATION RESEARCH INSTITUTE
George Washington University

AVAILABLE FR: ELAINE MAKAS, PH.D., REHAB. RESEARCH INSTITUTE,
801 22nd Street N.W. Suite T-605
WASHINGTON, D.C. 20052 USA
(202) 994-6543

NOTES: Attitudes of non-disabled people toward disabled people in general. Includes myths and facts and hints for reducing attitudinal barriers.

Part of the Barrier Awareness Series. No unauthorized reproduction.

Record No. 72

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: The Issues in Disability Scale

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST US
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SURVEY	23	P		\$10.00
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RESTRICTION: YES

OBJECTIVE: TRAINING ATTITUDE

TRAVEL MODE:

DISABILITY TYPE: PHY

LANGUAGE: E

PRODUCED BY: GEORGE WASHINGTON UNIVERSITY, RRTC

AVAILABLE FR: GEORGE WASHINGTON UNIVERSITY, RRTC
2300 Eye Street N.W., Ross Hall, Rm. 714
WASHINGTON, D.C. 20037 USA
(202) 676-3801

NOTES: This 55-item survey is designed to measure attitudes of non-disabled people toward people with disabilities. Package includes survey instrument, theory used in its construction and instructions for use.

Intended for professional staff in rehabilitation settings. No unauthorized reproduction. Catalogue No. D86-1. Sub-title: A New Cognitive and Affective Measure of Attitudes toward People with Disabilities.

Record No. 11

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: It's So Easy

AVAILABLE FORMAT: LENGTH

LEASE OR PURCHASE
BOTH OR FREE

COST

CAN

US

VHS

YEAR PRODUCED: 1987

RESTRICTION:

OBJECTIVE: TRAINING ATTITUDE DISABILITIES

TRAVEL MODE: AIR

DISABILITY TYPE: A

LANGUAGE: E

PRODUCED BY: ACROD, IN COOPERATION WITH A NUMBER OF AUSTRALIAN
airlines.

AVAILABLE FR: SUE TAYLOR, DEPUTY DIRECTOR
ACROD Ltd., Box 60 P.O. Curtin, ATC 2605
AUTRALIA,

NOTES: This training video promotes positive attitudes by sensitizing staff to p
referred procedures for providing services to disabled passengers. Produced by
Qantas, Ansett & Australian airlines, with the support of ACROD.

A manual is not yet available. Contact ACROD for details on availability of
video.

Record No. 48

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Kéroul Conferences

AVAILABLE FORMAT: LENGTH

LEASE OR PURCHASE
BOTH OR FREE

COST
CAN

US

SESSIONS 3 hours

see Notes

RESTRICTION:

OBJECTIVE: TRAINING

TRAVEL MODE:

DISABILITY TYPE: PHY BL DH

LANGUAGE: F

PRODUCED BY: KÉROUL

AVAILABLE FR: KÉROUL

4545, Av. Pierre-de-Coubertin, Succ. M
MONTRÉAL, PQ H1V 3R2
(514) 252-3104

NOTES: Training of tourist industry staff & students in the special needs of disabled persons. Seminar offered to all tourism workers & students who would like to better their approach & acquire basic knowledge,

Including: lodging, service, transportation. The course accommodates 15-20 people. Cost: Non-profit organization: \$150.00, Corporate: \$250.00, Single individual: \$35.00.

Record No. 49

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Kéroul Mini-Seminars

AVAILABLE FORMAT: LENGTH

LEASE OR PURCHASE
BOTH OR FREE

COST
CAN

US

SESSIONS 90 min.

see Notes

RESTRICTION:

OBJECTIVE: TRAINING

TRAVEL MODE:

DISABILITY TYPE: PHY BL DH

LANGUAGE: F

PRODUCED BY: KÉROUL

AVAILABLE FR: KÉROUL

4545, Av. Pierre-de-Coubertin, Succ. M
MONTRÉAL, PQ H1V 3R2
(514) 252-3104

NOTES: Training of tourist industry & students in the special needs of disabled persons. Seminar offered to all tourism workers & students who would like to better their approach & acquire basic knowledge,

Including lodging, service, transportation. The course accommodates 15-20 people. Cost: Non-profit organization: \$100.00, Corporate: \$150.00, Single individual: \$35.00.

Record No. 47

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Kéroul Seminars

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST	US
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SESSIONS	6 hours				see Notes
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YEAR PRODUCED: 1984

RESTRICTION:

OBJECTIVE: TRAINING

TRAVEL MODE:

DISABILITY TYPE: PHY BL DH

LANGUAGE: F

PRODUCED BY: KÉROUL

AVAILABLE FR: KÉROUL
4545, Av. Pierre-de-Coubertin, Succ. M
MONTRÉAL, PQ H1V 3R2
(514) 252-3104

NOTES: Training of tourist industry staff & students in to the special needs of disabled persons. Seminar offered to all tourism workers & students who would like to better their approach and acquire basic knowledge,

Including: lodging, service, transportation. The course accommodates 15-20 people. Cost: Non-profit organization: \$300.00, Corporate: \$350.00, Single individual: \$35.00.

Record No. 31

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Looking Back, Looking Forward

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST
VHS	20 min.	P	CAN US \$40.00

YEAR PRODUCED: 1987

RESTRICTION:

OBJECTIVE: ATTITUDE

TRAVEL MODE:

DISABILITY TYPE: PHY BL DH

LANGUAGE: E

PRODUCED BY: MOBILITY INTERNATIONAL U.S.A.

AVAILABLE FR: MOBILITY INTERNATIONAL U.S.A.
P.O. Box 3551
EUGENE, OR 97403 USA
(503) 343-1284

NOTES: Promotes the important role that persons with disabilities have in participating in international exchange and travel programs. Price includes postage and handling.

Record No. 29

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: A Manual for Integrating Persons with Disabilities into International Education Exchange Programs

AVAILABLE FORMAT: LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
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BOOK	P		\$15.00
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RESTRICTION:

OBJECTIVE: ATTITUDE

TRAVEL MODE:

DISABILITY TYPE:

LANGUAGE: E

PRODUCED BY: MOBILITY INTERNATIONAL USA

AVAILABLE FR: MOBILITY INTERNATIONAL USA
P.O.Box 3551
EUGENE, OR 97403 USA
(503) 343-1284

NOTES: Includes suggestions or adaptations to meet the needs of disabled participants; and guidelines for accessibility; a resource section including checklist which can be used to identify special needs.

Record No. 50

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: May I Help You? And How?

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST	US
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VIDEO 3\4"	30 min.	F			
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YEAR PRODUCED: 1980

RESTRICTION:

OBJECTIVE: TRAINING ATTITUDE DISABILITIES

TRAVEL MODE: RAIL

DISABILITY TYPE: PHY

LANGUAGE: F,E

PRODUCED BY: VIA RAIL

AVAILABLE FR: TRANSPORTATION DEVELOPMENT CENTRE
200 Dorchester Blvd. W., Suite 601
MONTRÉAL, PQ H2Z 1X4 CANADA
(514) 283-0020

NOTES: Emphasizes the importance of recognition & awareness of various physical disabilities, such as cerebral palsy, paraplegia, quadriplegia, stroke. There are two parts to the presentation: 1. focuses on attitudes, 2. demonstrates

assisting passengers using wheelchairs and other devices covers boarding & transferring to seat. Disabled people participate but do not talk about their own disabilities and concerns.

Record No. 68

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Merrimack Valley Regional Transit Authority

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST	US
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TRAINING MANUAL	13 pges				
SLIDE/TAPE	12 min.				

RESTRICTION:

OBJECTIVE: TRAINING ATTITUDE

TRAVEL MODE: BUS

DISABILITY TYPE: PHY BL DH

LANGUAGE: E

PRODUCED BY: MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY

AVAILABLE FR: MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY
85 Railroad Ave.
BRADFORD, MA 01830 USA
(617) 373-1184

NOTES: Excerpt from Merrimack Valley Regional Transit Authority Training manual regarding disabled persons. Suggests passenger relations skills, with examples of problems and appropriate solutions.

Record No. 61

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: A New Day

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
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FILM	9 min.	F		
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VIDEO 3/4"	9 min.	F		
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YEAR PRODUCED: 1981

RESTRICTION:

OBJECTIVE: ATTITUDE

TRAVEL MODE:

DISABILITY TYPE: ALL

LANGUAGE: E

PRODUCED BY: SOUTH BAY MAYOR'S COMMITTEE

AVAILABLE FR: MINISTRY OF LABOUR, HANDICAPPED EMPLOY. PROGRAM
400 University Ave., 10th Floor
TORONTO, ON M7A 1T7
(416) 965-2321

NOTES: About accommodations & technical aids, e.g., TDDs, mobility devices. Good for attitude awareness.

Record No. 43

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Offrir un meilleur service: Une question, d'aménagement et d'accueil

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
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TRAINING MANUAL	96 pges	P	\$11.00	
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YEAR PRODUCED: 1986

RESTRICTION:

OBJECTIVE: TRAINING

TRAVEL MODE:

DISABILITY TYPE: PHY BL DH

LANGUAGE: F,E

PRODUCED BY: KEROUL

AVAILABLE FR: KEROUL, 4545 AV. PIERRE-DE-COUBERTIN
C.P. 1000, Succursale M
MONTRÉAL, QUÉBEC H1V 3R2
(514) 252-3104

NOTES: Encourages owners of commercial tourist establishments to make their sites more accessible i.e. restaurants, hotels. Includes a section on providing service to disabled persons.

Record No. 51

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: On Sort Ensemble

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
VHS	28 min.	B	\$30/\$250.	
BETA	28 min.	B	\$30/\$250.	

VIDEO 3/4"	28 min.	B	\$30/\$250.
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YEAR PRODUCED: 1981

RESTRICTION:

OBJECTIVE: ATTITUDE

TRAVEL MODE:

DISABILITY TYPE: A

LANGUAGE: F

PRODUCED BY:

AVAILABLE FR: ASSO. RÉGIONALE DE LOISIRS POUR LES PERSONNES,
handicapées de Montréal, 1800 Dorchester
MONTRÉAL, PQ H3H 2H2
(514) 933-2739

NOTES: Promotes awareness of disabled people's needs in an aggressive manner, stimulating audience response & questions.

TITLE: On Track

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST	US
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BOARD GAME

RESTRICTION:

OBJECTIVE: TRAINING

TRAVEL MODE: BUS

DISABILITY TYPE: PHY

LANGUAGE: E

PRODUCED BY: MASSACHUSETTS BAY TRANSPORTATION AUTHORITY

AVAILABLE FR: MASSACHUSETTS BAY TRANSPORTATION AUTHORITY
Special Needs, Ten Boylston Place
BOSTON, MA 02116 USA
(617) 722-5123

NOTES: A board game is played by bus operators during which they draw cards containing passenger relations situations and react to them; approximately 30% of the cards deal with special needs related issues.

For prices, call Dept. of Development and Public Affairs, Ellen Reisner, (617) 722-5975.

Record No. 62

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: One-to-One

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE	COST	
		BOTH OR FREE	CAN	US
VHS	8 min.	F	\$6.50	

YEAR PRODUCED: 1986

RESTRICTION:

OBJECTIVE: TRAINING ATTITUDE DISABILITIES

TRAVEL MODE:

DISABILITY TYPE: DH

LANGUAGE: E

PRODUCED BY: THE ROYAL BANK IN COOPERATION WITH
CANADIAN HEARING SOCIETY

AVAILABLE FR: CANADIAN HEARING SOCIETY
271 Spadina Road
TORONTO, ON M5R 2V3
(416) 964-9595

NOTES: Focuses on communication. Hearing impaired people talk about their feelings, problems and solutions. Various situations depict the needs of deaf consumers, and appropriate ways to provide good service.

Record No. 54

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Our Silent Passengers

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST	US
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TRAINING MANUAL	8	pages			
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RESTRICTION: YES

OBJECTIVE: TRAINING ATTITUDE DISABILITIES

TRAVEL MODE: AIR

DISABILITY TYPE: DH

LANGUAGE: E

PRODUCED BY: DELTA AIR LINES, INC.

AVAILABLE FR:

NOTES: An excerpt from a Delta Air Lines training manual for flight attendants. In simple terms, facts about deafness are distinguished from fiction, and tips offered to facilitate communication.

Record No. 32

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Outside

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
VHS	28 min.	F		\$89.50
BETA	28 min.	F		\$89.50
FILM	28 min.	B		\$35/\$300.00
VIDEO 3/4"	28 min.	F		\$134.50

RESTRICTION:

OBJECTIVE: ATTITUDE DISABILITIES

TRAVEL MODE:

DISABILITY TYPE: PHY

LANGUAGE: E

PRODUCED BY: BARRY CORBET

AVAILABLE FR: CRYSTAL PRODUCTIONS
P.O. Box 12317
ASPEN, CO 81612 USA
(303) 925-8160

NOTES: People with spinal cord injuries talk about the diverse and challenging opportunities open to them in their new lives outside the rehabilitation centre.

Record No. 35

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Passenger Assistance Techniques

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
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TRAINING MANUAL	73 pges			
SLIDES/TAPES	135 slides/3 tapes			

YEAR PRODUCED: 1978

RESTRICTION:

OBJECTIVE: TRAINING ATTITUDE DISABILITIES

TRAVEL MODE: BUS

DISABILITY TYPE: PHY

LANGUAGE: E

PRODUCED BY: DAVID D. THOMAS AND WILLIAM H. HENDERSON

AVAILABLE FR: D.D. THOMAS, PRES., TRANSPORTATION MANAGEMENT ASSO
2 Arthur Drive
FORT WORTH, TX 76134 USA
(817) 293-6801

NOTES: Subtitle: Training Program for Vehicle Operators of Systems Transporting the Elderly and Handicapped.

In addition to staff training manual (above), manual for instructors also available: 'Teaching Passenger Assistance Techniques' (80 pges).

Record No. 67

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Passenger Relations Training Program: Special Needs Sensitivity Video

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST	US
VHS	22 min.	P			\$280.00
VIDEO 3/4"	22 min.	F			\$300.00

RESTRICTION:

OBJECTIVE: TRAINING

TRAVEL MODE: RAIL BUS FERRY

DISABILITY TYPE: PHY

LANGUAGE: E

PRODUCED BY: MASSACHUSETTS BAY TRANSPORTATION AUTHORITY

AVAILABLE FR: MASSACHUSETTS BAY TRANSPORTATION AUTHORITY
Special Needs, Ten Boylston Place
BOSTON, MA 02116 USA
(617) 722-5123

NOTES: 1. Shows transit operators the importance of communication skills in serving special needs riders. 2. Increases awareness of difficulties & needs of some disabled riders & offers communication techniques.

3. Emphasizes role of public transportation in helping people with disabilities live independently.

Record No. 42

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Les personnes handicapées au Québec, Volume I: Vivre avec une déficience

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST US
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PAMPHLET	43 pges	F		
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YEAR PRODUCED: 1984

RESTRICTION:

OBJECTIVE: DISABILITIES

TRAVEL MODE:

DISABILITY TYPE: ALL

LANGUAGE: F

PRODUCED BY: OFFICE DES PERSONNES HANDICAPÉES DU QUÉBEC

AVAILABLE FR: OFFICE DES PERSONNES HANDICAPÉES DU QUÉBEC, CP 820
309, rue Brock
DRUMMONDVILLE, QUEBEC J2B 6X1
(819) 477-7100

NOTES: Provides information on the range of disabilities and their manifestation
s in terms of communication, & physical and mental ability.

Record No. 46

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Pour arriver... à partir

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST	US
VHS	25 min.				

YEAR PRODUCED: 1986

RESTRICTION:

OBJECTIVE: TRAINING ATTITUDE

TRAVEL MODE: AIR RAIL

DISABILITY TYPE: PHY

LANGUAGE: F

PRODUCED BY: KÉROUL

AVAILABLE FR: KÉROUL
4545, Av. Pierre-de-Coubertin, Succ. M
MONTRÉAL, PQ H1V 3R2

NOTES: Produced in collaboration with VIA Rail.

Record No. 52

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Programme de formation à l'accueil des personnes handicapées

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
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TRAINING MANUAL SESSION		F	\$75.00	
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RESTRICTION:

OBJECTIVE: TRAINING ATTITUDE

TRAVEL MODE:

DISABILITY TYPE: A

LANGUAGE: F

PRODUCED BY:

AVAILABLE FR: ASSO. RÉGIONALE DE LOISIRS POUR LES PERSONNES,
handicapées de Montréal 1800 Dorchester,
MONTRÉAL, H3H 2H2
(514) 933-2739

NOTES: 15-hour training program providing instruction on how to serve disabled consumers with special needs. A trainer's manual is provided for participants who want to subsequently give the course to employees.

Available only to those who have taken the course. Seeking funds to offer course in English.

Record No. 65

TRANSPORT CANADA

PROJECT No.. T8080-7-2328

TITLE: Riding Together

AVAILABLE FORMAT: LENGTH

LEASE OR PURCHASE
BOTH OR FREE

COST
CAN

US

VIDEO 3/4"

15 min.

L

RESTRICTION:

OBJECTIVE: TRAINING ATTITUDE

TRAVEL MODE: BUS

DISABILITY TYPE: PHY BL DH

LANGUAGE: E

PRODUCED BY: PARTNER PRODUCTIONS
San Mateo,
CALIFORNIA,

AVAILABLE FR: MASSACHUSETTS BAY TRANSPORTATION AUTHORITY
Special Needs, Ten Boylston Place
BOSTON, MA 02116 USA
(617) 722-5123

NOTES: Bus operators' sensitivity to passengers with and without 'special needs'
: passengers in wheelchairs, walking with crutches/walkers/canes and blind/deaf
passengers.

For prices, call Dept. of Development and Public Affairs, Ellen Reisner (617)
722-5975.

Record No. 41

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: See You Thursday

AVAILABLE FORMAT: LENGTH

LEASE OR PURCHASE

COST

BOTH OR FREE

CAN

US

VHS

L

YEAR PRODUCED: 1987

RESTRICTION:

OBJECTIVE: TRAINING

TRAVEL MODE: BUS

DISABILITY TYPE: PHY

LANGUAGE:

PRODUCED BY: DEPARTMENT OF TRANSPORT
U.K.

AVAILABLE FR: DISABILITY UNIT S10/21, DEPARTMENT OF TRANSPORT
2 Marsham Street
LONDON, SW1 3EB ENGLAND
(01) 212 3547

NOTES: Demonstrates the importance of correctly and safely assisting those in wheelchairs and handling their equipment with care. It also covers ensuring the safety of elderly and less severely disabled passengers.

Record No. 13

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Seeing with Feeling

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST	US
VHS	10 min.				

RESTRICTION:

OBJECTIVE: ATTITUDE DISABILITIES

TRAVEL MODE:

DISABILITY TYPE: BL

LANGUAGE: E

PRODUCED BY: CANADIAN NATIONAL INSTITUTE FOR THE BLIND
1929 Bayview Avenue
TORONTO, ON M4G 3E8 CANADA
(416) 480-7549

AVAILABLE FR: LM MEDIA
115 Torbay Rd., Unit 9
MARKHAM, ON L3R 2M9 CANADA
(416) 475-3750

NOTES: A young blind woman's experiences and insights. Includes mobility techniques, from the perspective of a consumer rather than a helper. CNIB well-promoted throughout.

Record No. 23

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Sense Ability

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST US
PAMPHLET	22 pges	F		\$1.00

RESTRICTION: YES

OBJECTIVE: TRAINING ATTITUDE DISABILITIES

TRAVEL MODE:

DISABILITY TYPE: BL

LANGUAGE: E

PRODUCED BY: REHABILITATION RESEARCH INSTITUTE
George Washington University

AVAILABLE FR: ELAINE MAKAS, PH.D., REHAB. RESEARCH INSTITUTE
801 22nd Street N.W. Suite T-605
WASHINGTON, D.C. 20052 USA
(202) 994-6543

NOTES: Attitudes towards people who are blind or partially sighted. Includes myths and facts, and hints for reducing attitudinal barriers.

Part of Barrier Awareness Series. No unauthorized reproduction.

Record No. 12

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Simple Rules for Serving Disabled Passengers by Dennis Cannon

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
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ARTICLE 2 pges.

YEAR PRODUCED: 1984

RESTRICTION:

OBJECTIVE: ATTITUDE DISABILITIES

TRAVEL MODE: AIR RAIL BUS FERRY

DISABILITY TYPE: A

LANGUAGE: E

PRODUCED BY: NINNESCAH INTERNATIONAL SERVICE

AVAILABLE FR: NINNESCAH INTERNATIONAL SERVICE
P.O. Box 1434, Grand Central Station
NEW YORK, NY 10163 USA

NOTES: The article (from Ninnescan International Services, Sept/Oct 1984) is introduced as a "primer" for offering services to special air passengers. It provides concise information and recommends terminology.

Dennis Cannon is a Transportation Barriers Specialist at the Architectural and Transportation Barriers Compliance Board in Washington D.C.

Record No. 5

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Special Transit Operator Training Course

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
VHS	30 min.			

TRAINING MANUAL

YEAR PRODUCED: 1988

RESTRICTION:

OBJECTIVE: TRAINING ATTITUDE DISABILITIES

TRAVEL MODE: BUS

DISABILITY TYPE: A

LANGUAGE: E,F

PRODUCED BY: CANADIAN URBAN TRANSIT ASSOCIATION

AVAILABLE FR: CANADIAN URBAN TRANSIT ASSOCIATION
55 York Street, Suite 1101
TORONTO, ON M5J 1R7 CANADA
(416) 365-9800

NOTES: Four-hour course for drivers and other paratransit personnel: role of special transit in the community, rights of disabled persons to public services and facilities, and awareness of the range of disabilities.

Manual includes complete course text and available resources. Supplementary materials: Self-study Guide; Students' Workbook; Course Manager's Guide; custom video; posters; forms for course exercises. Captioned and French versions are in production.

Record No. 55

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Tips on Dealing with Deaf Passengers, by Jack R. Gannon

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
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PAMPHLET	12 pges	F		
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YEAR PRODUCED: 1978

RESTRICTION:

OBJECTIVE: TRAINING ATTITUDE DISABILITIES

TRAVEL MODE: AIR

DISABILITY TYPE: DH

LANGUAGE: E

PRODUCED BY:

AVAILABLE FR: GALLAUDET UNIVERSITY
800 Florida Av. NE
WASHINGTON, D.C. 20002

NOTES: Tips designed to assist flight attendants & others to become better acquainted with the topic of deafness & to feel more comfortable in providing service to deaf passengers.

Record No. 7

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Touchdown

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
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FILM	20 min.	F		
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VIDEO 3/4"	20 min.	F		
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YEAR PRODUCED: 1982

RESTRICTION:

OBJECTIVE: TRAINING ATTITUDE DISABILITIES

TRAVEL MODE: BUS

DISABILITY TYPE: A

LANGUAGE: E

PRODUCED BY: TORONTO TRANSIT COMMISSION

AVAILABLE FR: TTC - HUMAN RESOURCES DEVELOPMENT SECTION
Personnel Department, 1900 Yonge St.
TORONTO, ON M4S 1Z2 CANADA
(416) 393-4583

NOTES: Addresses problems confronting disabled passengers using on urban mass transit. Designed to sensitize TTC and Grey Coach employees; illustrates ways to assist passengers.

A pamphlet, 'TOUCHDOWN: The Point After,' has recently been updated.

Record No. 44

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Le tourisme pour les personnes handicapées au Québec: État de la situation

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
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RESEARCH STUDY:	60 pges	P	\$6.95	
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YEAR PRODUCED: 1986

RESTRICTION:

OBJECTIVE: DISABILITIES

TRAVEL MODE: BUS

DISABILITY TYPE: PHY BL DH

LANGUAGE: F

PRODUCED BY: KÉROUL

AVAILABLE FR: KÉROUL, 4545, AV, PIERRE-DE-COUBERTIN
C.P. 1000, Succursale M
MONTRÉAL, QUÉBEC H1V 3R2
(514) 252-3104

NOTES: Research study on the travel patterns of disabled bus passengers in Québec and the level of accessibility in Québec.

Record No. 57

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Transfers & Handling of Dependent Passengers

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST	US
VHS	22 min.	F			\$599.00

14 pges

TRAINING MANUAL

PAL	22 min.	F		\$699.00	
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YEAR PRODUCED: 1987

RESTRICTION:

OBJECTIVE: TRAINING

TRAVEL MODE: AIR

DISABILITY TYPE: PHY

LANGUAGE: E

PRODUCED BY: G.F. STRONG REHABILITATION CENTRE

AVAILABLE FR: G.F. STRONG REHABILITATION CENTRE INC.
4255 Laurel Street
VANCOUVER, B.C. V5Z 2G9
(604) 734-1313

NOTES: Trains cabin staff in transfer techniques involving physically disabled passengers; also for 'training the trainers'. Air Canada uses this in flight attendant training. Evacuation procedures also covered.

One-attendant, two-attendant and standing transfers demonstrated. A training manual accompanies the video. Discounts available to health care organizations; preview charge is \$100.00.

Record No. 36

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Travel Tips for Hearing Impaired People

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST	US
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PAMPHLET	8 panels	F			
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YEAR PRODUCED: 1988

RESTRICTION:

OBJECTIVE: DISABILITIES

TRAVEL MODE:

DISABILITY TYPE: DH

LANGUAGE: E

PRODUCED BY: AMERICAN ACADEMY OF OTOLARYNGOLOGY

AVAILABLE FR: AMERICAN ACADEMY OF OTOLARYNGOLOGY
1101 Vermont Ave. NW, Suite 302
WASHINGTON, D.C. 20005 USA

NOTES: Useful tips for hearing impaired people making travel arrangements. Good section on obstacles faced.

If multiple copies are ordered, cost is \$22. per 100.

Record No. 3

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Travelling with a Hidden Handicap: Delta's Special Passengers

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
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VIDEO 3/4"	17 min.			
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YEAR PRODUCED:	198-			
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RESTRICTION:

OBJECTIVE:	TRAINING ATTITUDE DISABILITIES			
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TRAVEL MODE:	AIR			
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DISABILITY TYPE:	DH			
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LANGUAGE:	E			
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PRODUCED BY:	DELTA JET RECRUITMENT TRAINING STAFF			
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AVAILABLE FR: CONTACT BILL BRAVENT DELTA AIR LINES, TORONTO

(416) 923-5968

NOTES: Demonstrates to Delta Air Lines personnel how to communicate with deaf passengers. Captioned verbatim by Gallaudet College Television, 1982.

Record No. 6

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Walk a While in my Shoes

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
FILM	27 min.	F		

YEAR PRODUCED: 1974

RESTRICTION:

OBJECTIVE: ATTITUDE

TRAVEL MODE: AIR RAIL BUS

DISABILITY TYPE: PHY

LANGUAGE: E,F

PRODUCED BY: NATIONAL FILM BOARD

AVAILABLE FR: NATIONAL FILM BOARD (CONTACT YOUR LOCAL OFFICE)

NOTES: Emphasizes the need for improved facilities for disabled people. Produced for Transportation Development Centre, Transport Canada. Currently in use by Amtrak for staff training.

Record No. 15

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: What do you do when you see a blind person?

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST	
VHS	15 min.	L	CAN shipping	US

YEAR PRODUCED: 197-

RESTRICTION:

OBJECTIVE: ATTITUDE DISABILITIES

TRAVEL MODE:

DISABILITY TYPE: BL

LANGUAGE: E

PRODUCED BY: AMERICAN FOUNDATION FOR THE BLIND
15 West 16th Street
NEW YORK, NY 10011 USA
(212) 620-2000

AVAILABLE FR: LM MEDIA
115 Torbay Rd., Unit 19
MARKHAM, ON L3R 2M9 CANADA
(416) 475-3750

NOTES: Humorous approach to handling situations involving blind persons. Dispels the myths (eg. blind people are hard of hearing, poor, etc.) and delivers the message that blind people are like everyone else.

Record No. 17

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Wheelchairs can Fly

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
VHS	38 min.			

YEAR PRODUCED: 1986

RESTRICTION:

OBJECTIVE: TRAINING ATTITUDE DISABILITIES

TRAVEL MODE: AIR

DISABILITY TYPE: PHY

LANGUAGE: E

PRODUCED BY: SELWAY VIDEO PRODUCTION (FOR WORLD AIRWAYS)
23 Orinda Way, Suite 306
ORINDA, CAL. USA
(415) 254-7693

AVAILABLE FR: ?

NOTES: Helpful, didactic, slow-moving at times. World Airways is well advertised throughout. Focus is on physical disabilities. World Airways, formerly operating out of California, is now out of business.

The Paralyzed Veterans Association in Washington D.C. has a copy of the video and 'The Elderly & Handicapped Manual', which is being revised by Ellis Reida, P.O. Box 1434, Grand Central Station, New York, NY 10163. (718) 446-5815.

Record No. 53

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: When Hearing Fades: Perspectives on Hearing Loss in Later Years.

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST US
VHS	60 min.	P		\$50.00
BETA	60 min.	P		\$50.00
TRAINING MANUAL		P		\$15.00

YEAR PRODUCED: 1987

RESTRICTION:

OBJECTIVE: TRAINING ATTITUDE DISABILITIES

TRAVEL MODE:

DISABILITY TYPE: DH

LANGUAGE: E

PRODUCED BY: SPECIAL POPULATIONS PROGRAM, NATIONAL ACADEMY
Gallaudet University
WASHINGTON, D.C.

AVAILABLE FR: GALLAUDET UNIVERSITY PRESS
800 Florida Ave. NE
WASHINGTON, D.C. 20002
(202) 651-5499

NOTES: Four experts in the field of aging and hearing loss discuss the audiological, social & emotional aspects of late onset hearing loss. A companion notebook facilitates the use of the video as a training package.

Can be used to increase staff's ability to recognize hearing loss & provide creative responses. Length of film makes it inappropriate of use in full for training sessions.

Record No. 59

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: When you meet a blind person

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	CAN	COST	US
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PAMPHLET	6 panels	F			
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RESTRICTION:

OBJECTIVE: ATTITUDE

TRAVEL MODE:

DISABILITY TYPE: BL

LANGUAGE: E

PRODUCED BY: AMERICAN COUNCIL OF THE BLIND

AVAILABLE FR: AMERICAN COUNCIL OF THE BLIND
1010 Vermont Ave. NW, Suite 1100
WASHINGTON, D.C. 20005 USA

NOTES: Tells you what to do, and how to approach, talk to, help a blind person.

Record No. 16

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Windmills Attitudinal Training Program

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
TRAINING MANUAL				
TRAINING COURSE	3 hours	P	\$875.00	

RESTRICTION: YES

OBJECTIVE: TRAINING ATTITUDE

TRAVEL MODE:

DISABILITY TYPE: A

LANGUAGE: E

PRODUCED BY: RICHARD PIMENTEL - WINDMILLS

AVAILABLE FR: CANADIAN COUNCIL ON REHABILITATION AND WORK
209-93 Lombard Avenue
WINNIPEG, MN R3B 3B1 CANADA
(204) 942-4862

NOTES: The training program is tailored to audience needs, and is specifically designed for employers. The focus is on hiring disabled people, not customer services. It incorporates group and situational exercises.

For permission to use the material, contact Rick Pimentel. "Windmills" is reputed to be an effective vehicle for attitudinal change. No unauthorized reproduction of course material is permitted.

Record No. 30

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: A World of Options

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
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BOOK	196 pges.	P		\$13.00
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YEAR PRODUCED: 1985-86

RESTRICTION:

OBJECTIVE: DISABILITIES

TRAVEL MODE: AIR

DISABILITY TYPE:

LANGUAGE: E

PRODUCED BY: MOBILITY INTERNATIONAL U.S.A.

AVAILABLE FR: MOBILITY INTERNATIONAL U.S.A.

P.O. Box 3551

EUGENE, OR 97403 USA

(503) 343-1284

NOTES: Subtitle: A Guide to International Education Exchange, Community Service & Travel for Persons with Disabilities. Details 75 educational exchange programs. Includes travel resources.

Record No. 8

TRANSPORT CANADA

PROJECT No. T8080-7-2328

TITLE: Writing the Ticket for Improved Services to Hearing Impaired Travellers by
Lorraine DiPietro

AVAILABLE FORMAT:	LENGTH	LEASE OR PURCHASE BOTH OR FREE	COST CAN	US
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ARTICLE	11 pges	F		
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RESTRICTION:

OBJECTIVE: ATTITUDE DISABILITIES

TRAVEL MODE: AIR RAIL BUS

DISABILITY TYPE: DH

LANGUAGE: E

PRODUCED BY: NATIONAL INFO CTR. ON DEAFNESS, GALLAUDET U.

AVAILABLE FR: NATIONAL INFO CTR. ON DEAFNESS, GALLAUDET U.
800 Florida Ave. NE
WASHINGTON, D.C. 20002 USA
(202) 651-5051

NOTES: Briefly describes hearing impairment and deafness, discusses alternative communication methods, highlights possible travel problems and identifies solutions. Written for travel industry.

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TRANSPORT CANADA PROJECT No. T8080-7-2328

TRAVEL MODE: AIR

Access Amtrak: A Guide to Amtrak Services for Elderly & Handicapped Travellers

Air Canada's Special Services for Passengers with Special Needs

Coping with Inaccessibility: Assisting the Wheelchair User.

Directory of Airline Facilities for Disabled People

Disabled Passengers Air Travel Guide

Extra Care Passengers

A Guide to Recognizing, Understanding and Assisting Travellers with Disabilities (TP3461)

Handi-Travel: A Resource Book for Disabled and Elderly Travellers (Second Edition) by Cinnie Noble

How to Serve Blind & Visually Impaired Passengers

Incapacitated Passengers Handling Guide (2nd Edition)

Independence is a Precious Commodity

It's So Easy

Our Silent Passengers

Pour arriver... à partir

Simple Rules for Serving Disabled Passengers by Dennis Cannon

Tips on Dealing with Deaf Passengers, by Jack R. Gannon

Transfers & Handling of Dependent Passengers

Travelling with a Hidden Handicap: Delta's Special Passengers

Walk a While in my Shoes

Wheelchairs can Fly

A World of Options

Writing the Ticket for Improved Services to Hearing Impaired Travellers by Loraine DiPietro

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Access Amtrak: A Guide to Amtrak Services for Elderly & Handicapped Travellers

The Accessible Bus: Guidelines for Operator

Accessible Transportation: A Resource Manual

Coping with Inaccessibility: Assisting the Wheelchair User.

Disability Awareness: An Instructor's Manual for Bus Operators

Getting to Know You

A Guide to Recognizing, Understanding and Assisting Travellers with Disabilities
(TP3461)

Handi-Travel: A Resource Book for Disabled and Elderly Travellers (Second Edition)
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Passenger Assistance Techniques

Passenger Relations Training Program: Special Needs Sensitivity Video

Riding Together

See You Thursday

Simple Rules for Serving Disabled Passengers by Dennis Cannon

Special Transit Operator Training Course

Touchdown

Le tourisme pour les personnes handicapées au Québec: état de la situation

Walk a While in my Shoes

Writing the Ticket for Improved Services to Hearing Impaired Travellers by Loraine
DiPietro

TRAVEL MODE: FERRY

Access Amtrak: A Guide to Amtrak Services for Elderly & Handicapped Travellers

CN Marine: Special Services

A Guide to Recognizing, Understanding and Assisting Travellers with Disabilities
(TP3461)

Handi-Travel: A Resource Book for Disabled and Elderly Travellers (Second Edition)
by Cinnie Noble

Passenger Relations Training Program: Special Needs Sensitivity Video

Simple Rules for Serving Disabled Passengers by Dennis Cannon

TRAVEL MODE: RAIL

Access Amtrak: A Guide to Amtrak Services for Elderly & Handicapped Travellers
Coping with Inaccessibility: Assisting the Wheelchair User.

A Guide to Recognizing, Understanding and Assisting Travellers with Disabilities
(TP3461)

Handi-Travel: A Resource Book for Disabled and Elderly Travellers (Second Edition)
by Cinnie Noble

May I Help You? And How?

Passenger Relations Training Program: Special Needs Sensitivity Video

Pour arriver... à partir

Simple Rules for Serving Disabled Passengers by Dennis Cannon

Walk a While in my Shoes

Writing the Ticket for Improved Services to Hearing Impaired Travellers by Loraine
DiPietro

TRANSPORT CANADA
PROJECT No. T8080-7-2328

DISABILITY TYPE: ALL

Access Amtrak: A Guide to Amtrak Services for Elderly & Handicapped Travellers

Barrier Awareness (the book)

A Different Approach

Extra Care Passengers

A Guide to Recognizing, Understanding and Assisting Travellers with Disabilities
(TP3461)

Incapacitated Passengers Handling Guide (2nd Edition)

The Invisible Battle: Attitudes and Disabilities

It's So Easy

A New Day

On Sort Ensemble

Les personnes handicapées au Québec, Volume I: Vivre avec une déficience

Programme de formation à l'accueil des personnes handicapées

Simple Rules for Serving Disabled Passengers by Dennis Cannon

Special Transit Operator Training Course

Touchdown

Windmills Attitudinal Training Program

DISABILITY TYPE: Blind/low vision

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Air Canada's Special Services for Passengers with Special Needs

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Disabled Passengers Air Travel Guide

Handi-Travel: A Resource Book for Disabled and Elderly Travellers (Second Edition) by Cinnie Noble

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Independence is a Precious Commodity

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Kéroul Seminars

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Le tourisme pour les personnes handicapées au Québec: état de la situation

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Access Amtrak: A Guide to Amtrak Services for Elderly & Handicapped Travellers

Air Canada's Special Services for Passengers with Special Needs

Dignity

Exploding the Myth

Handi-Travel: A Resource Book for Disabled and Elderly Travellers (Second Edition) by Cinnie Noble

I can only speak for myself

Independence is a Precious Commodity

DISABILITY TYPE: Deaf/hard of hearing

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Air Canada's Special Services for Passengers with Special Needs

Beyond the Sound Barrier

Directory of Airline Facilities for Disabled People

Disabled Passengers Air Travel Guide

Getting Through

Handi-Travel: A Resource Book for Disabled and Elderly Travellers (Second Edition) by Cinnie Noble

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One-to-One

Our Silent Passengers

Riding Together

Tips on Dealing with Deaf Passengers, by Jack R. Gannon

Le tourisme pour les personnes handicapées au Québec: état de la situation

Travel Tips for Hearing Impaired People

Travelling with a Hidden Handicap: Delta's Special Passengers

When Hearing Fades: Perspectives on Hearing Loss in Later Years.

Writing the Ticket for Improved Services to Hearing Impaired Travellers by Loraine DiPietro

DISABILITY TYPE: Emotional

Access Amtrak: A Guide to Amtrak Services for Elderly & Handicapped Travellers

DISABILITY TYPE: Physical

Access Amtrak: A Guide to Amtrak Services for Elderly & Handicapped Travellers

The Accessible Bus: Guidelines for Operator

Accessible Transportation: A Resource Manual

Aiding the Disabled

Air Canada's Special Services for Passengers with Special Needs

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Emerging

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